

## Author index

- Abelson, R.P., 11, 25  
Adams, N., 264, 281, 285  
Adelson, B., 140, 150, 173, 174, 197, 228, 239, 241  
Allen, B., 309, 325  
Allwood, C.M., 137, 139, 140, 141, 144, 145, 147, 148, 150  
Altman, R., 310, 324  
Alty, J.L., 70, 92  
Anderson, J.R., 6, 24, 138, 139, 141, 145, 150, 152, 154, 155, 156, 157, 158, 172, 175, 197, 259, 260, 261, 262, 263, 264, 267, 274, 280, 281, 282, 284, 285, 288, 298, 304  
Andres, J., 264, 281, 285  
Annett, J., 5, 24  
Arnold, A.G., 59, 64  
Aschermann, E., 264, 281, 284  
Astrahan, M.M., 202, 225  
Atwood, M.E., 156, 171  
  
Backus, J.W., 38, 64  
Balota, D.A., 264, 284  
Bannon, L.J., 74, 76, 92  
Barnard, P.J., 46, 61, 64, 67, 72, 74, 80, 92, 95, 261, 284  
Barsalou, L.W., 7, 8, 24  
Bauer, F.L., 38, 64  
Bellamy, R.K.E., 9, 24  
Bellotti, V., 72, 81, 92  
Benyon, D.R., 244, 247, 255, 256  
Bergström, M., 228, 239, 241  
Berlandier, P., 310, 324  
Bez, H.E., 39, 66  
Bjørn-Andersen, N., 73, 92  
Björhag, C.-G., 137, 139, 140, 141, 144, 145, 147, 148, 150  
Black, J.B., 291, 293, 304  
Blackman, H.S., 72, 94  
Bonnardel, N., 308, 317, 324  
Booth, P.A., 72, 74, 76, 77, 78, 80, 81, 84, 92, 93  
Borgman, C.L., 202, 203, 225  
Bovair, S., 261, 284  
  
Bowen, W., 71, 93  
Bower, G.H., 126, 132, 133  
Boyce, R.F., 204, 225  
Boyes, L., 261, 284  
Boyes-Braem, P., 10, 26  
Bradford, J.H., 74, 92  
Briggs, P., 58, 64, 72, 81, 93  
Brinkley, J., 310, 324  
Broadbent, D.E., 202, 225  
Broadbent, M.H.P., 202, 225  
Brodbeck, F.C., 74, 76, 93, 94  
Brooks, R., 73, 93  
Brooks, L.E., 8, 24  
Broos, D., 61, 67  
Brosey, M., 203, 225  
Brown, G.M., 99, 109  
Browne, D.P., 60, 66  
Buchanan, B., 310, 324  
Buckley, P.K., 74, 93  
Byrne, R., 9, 24  
Bødker, S., 74, 76, 92  
  
Cannata, P.E., 204, 205, 206, 217, 223, 225  
Card, S.K., 5, 24, 42, 43, 44, 45, 59, 64, 72, 78, 80, 85, 86, 93, 261, 284, 288, 289, 290, 296, 297, 298, 299, 300, 304  
Carey, T.T., 74, 93  
Carrithers, C., 74, 76, 93  
Carroll, J.M., 72, 74, 76, 81, 93  
Carver, S.M., 138, 139, 148, 150  
Chamberlin, D.D., 202, 204, 225  
Chandra, N., 309, 324  
Clark, F., 74, 93  
Clark, L.F., 7, 24  
Comer, D.E., 69, 93  
Cook, C.R., 148, 150  
Cooke, D.J., 39, 66  
Coombs, M.J., 70, 92  
Cooper, W., 203, 225  
Cornelius, C., 310, 324  
Craik, F.I.M., 227, 241  
Croft, W.B., 203, 225

- Cromer, R., 6, 24  
Crowder, R.G., 260, 284  
Cummings, G., 193, 197  
Cuomo, D.L., 74, 93  
Curtis, B., 75, 93, 151, 171, 174, 197  
Cutler, B., 160, 172
- Darses, F., 310, 313, 314, 322, 324  
Davies, S.E., 48, 64  
Davis, R., 74, 77, 93, 141, 150  
Davis, S., 13, 24, 160, 164, 170, 171  
Delesalle, H., 321, 324  
De Marco T., 175, 183, 197  
Dennett, D.C., 115, 132  
Denning, P.J., 69, 93  
Descotte, Y., 309, 312, 317, 321, 324  
Devlin, S.J., 204, 205, 206, 217, 223, 225  
Diaper, D., 5, 25, 32, 64  
Dickson, G.W., 174, 197  
Donau, K., 61, 67  
Dowell, J., 71, 95  
Doyle, J.R., 74, 93  
Drake, P., 74, 93  
Draper, S., 160, 172  
Duncan, B., 310, 324  
Duncan, K.D., 5, 24  
Dunning, D., 112, 132  
Dunsmore, H.E., 174, 197  
Dupuy, J.P., 115, 132  
Détienne, F., 72, 93
- Eason, K.D., 70, 71, 73, 92, 93, 94, 95  
Eastman, C., 308, 317, 324  
Egan, D.E., 247, 256  
Einhorn, H.J., 128, 132  
Ellis, J., 74, 92  
Engelbeck, G., 261, 285  
Ericsson, K., 176, 184, 197, 222, 225  
Eswaran, K.P., 202, 225
- Fabre, J.M., 112, 132  
Fährnich, K.P., 261, 285  
Falzon, P., 314, 322, 324  
Fischer, E., 261, 285  
Fleishman, F., 5, 24  
Fokke, M.J., 61, 67  
Foltz, P.W., 48, 64  
Fowler, C.J.H., 247, 252, 256  
Fox, M.S., 309, 325  
Frese, M., 74, 75, 93, 94
- Frohlich, D.M., 31, 64
- Gaines, B.R., 72, 94  
Galambos, J.A., 7, 24  
Galotti, K.M., 261, 284  
Garceau, S., 247, 250, 256  
Gardiner, M.M., 72, 95  
Garner, W.R., 9, 24  
Gavaghan, H., 70, 94  
Gavanski, I., 112, 113, 121, 128, 129, 132, 133  
Gentner, D., 174, 191, 193, 197  
Gertman, D.I., 72, 94  
Gick, M.L., 193, 197  
Gilmore, D.J., 138, 150, 151, 152, 159, 160, 162, 164, 169, 170, 171  
Gilmore, W.E., 72, 94  
Gittins, D.T., 39, 66  
Glucksberg, S., 10, 25  
Gomez, L.M., 204, 205, 206, 217, 223, 225  
Goodman, B.A., 77, 94  
Gould, J.D., 28, 64, 203, 225  
Graesser, A.C., 7, 24  
Grant, S., 72, 94  
Gray, W., 10, 26  
Gray, W.D., 145, 150  
Green, J., 38, 64  
Green, T.R.G., 59, 24, 25, 35, 38, 40, 41, 46, 48, 55, 57, 59, 61, 65, 72, 78, 80, 86, 94, 95, 151, 152, 159, 160, 162, 164, 170, 171, 262, 282, 284  
Greene, S.L., 204, 205, 206, 217, 223, 225  
Greespan, S.L., 126, 133  
Greiner, R., 193, 197  
Gries, D., 69, 93  
Griffiths, P.P., 202, 225  
Grudin, J., 261, 284  
Guest, S., 40, 65  
Gugerty, L., 140, 150, 154, 155, 172  
Guindon, R., 73, 94, 174, 197  
Gunasegaram, S., 112, 132
- Hackett, G., 71, 94  
Hammond, N.V., 74, 92  
Harding, C., 74, 77, 94  
Harrison, M., 61, 64, 72, 92  
Hartwell, S., 261, 284  
Haselager, W.F.G., 40, 65  
Hayes, B.C., 247, 248, 254, 255, 256  
Hayes-Roth, B., 308, 325  
Hayes-Roth, F., 308, 325

- Henry, R., 139, 140, 141, 150, 158, 172  
 Heydemann, M., 261, 263, 281, 284, 285  
 Hildreth, C., 74, 76, 94  
 Hiltz, S.R., 70, 94  
 Hoerr, J., 71, 94  
 Hoffmann, R., 261, 285  
 Hogarth, R.M., 128, 132  
 Hollnagel, E., 76, 89, 94  
 Holyoak, K.J., 193, 197  
 Hoppe, H.U., 261, 285  
 Howes, A., 76, 94  
 Hudson, P.T.W., 115, 133  
 Hull, A., 74, 96  
  
 Innocent, P.R., 40, 65, 244, 256  
  
 Jégou, P., 309, 312, 313, 325  
 Jackendoff, R., 53, 65  
 Jackson, M.J., 180, 197  
 Janosky, B., 74, 76, 94  
 Janssen, P., 309, 312, 313, 317, 325  
 Jarke, M., 202, 225  
 Jennings, F., 244, 249, 256  
 Johnson, D., 10, 26  
 Johnson, H., 5, 6, 7, 9, 10, 11, 12, 14, 15, 17, 19, 20, 21, 24, 25  
 Johnson, J.T., 112, 132  
 Johnson, P., 5, 6, 9, 10, 11, 12, 14, 15, 17, 19, 20, 21, 24, 25  
 Johnson, W.L., 160, 172  
 Johnson-Laird, P.N., 126, 132, 204, 225  
 Jones, S., 71, 81, 84, 94  
 Jones, W.P., 261, 284  
  
 Kahneman, D., 111, 112, 114, 120, 121, 123, 127, 128, 129, 131, 132  
 Kaplan, C., 203, 204, 206, 225  
 Kapp, M., 74, 93  
 Karat, J., 65, 261, 284  
 Karmiloff-Smith, A., 6, 25  
 Katz, C., 38, 64  
 Katz, I., 152, 154, 155, 157, 158, 172  
 Katz, I.R., 138, 139, 141, 150  
 Katzeff, C., 204, 205, 206, 225, 238, 241  
 Keller, L., 33, 66  
 Kellogg, W.A., 4, 26  
 Kelly, H.H., 113, 132  
 Kessler, C.M., 156, 172  
 Kieras, D., 5, 13, 25, 42, 46, 47, 48, 54, 65, 66, 72, 80, 94, 261, 262, 282, 284, 285, 288, 304  
  
 Knowles, C., 48, 65, 72, 94  
 Koeneman, J., 167, 172  
 Kolodner, J.L., 97, 109  
 Koster, C.H.A., 40, 67  
 Koulek, R.J., 174, 197  
  
 Lakoff, G., 7, 25  
 Landauer, T.K., 261, 284  
 Landman, J., 112, 132  
 Latombe, J.C., 309, 312, 317, 324  
 Lebahar, J.C., 317, 325  
 Lebold, W.K., 174, 197  
 Leddo, J., 11, 25  
 Legrenzi, P., 127, 131, 132  
 Leplat, J., 113, 132  
 Lerch, F.J., 44, 46, 59, 65  
 Lewis, C., 28, 64, 74, 75, 95  
 Linde, L., 228, 239, 241  
 Lipe, M.G., 113, 132  
 Lochovsky, F.H., 203, 225  
 Lockhart, R.S., 227, 241  
 Long, J., 5, 25  
 Long, J.B., 71, 74, 93, 95  
 Lorie, R.A., 202, 225  
 Luff, P., 31, 64  
  
 Maass, S., 4, 26  
 Mackworth, A.K., 310, 325  
 MacLean, A., 46, 61, 67, 80, 92, 95  
 Maher, M.L., 321, 325  
 Maiden, N.A.M., 175, 180, 183, 197  
 Mailloux, B.J., 40, 67  
 Majchrzak, A., 71, 95  
 Malaterre, G., 131, 132  
 Manago, C., 310, 325  
 Mantei, M.M., 44, 46, 59, 65  
 Marchionini, G., 203, 225  
 Marcovitch, J., 30, 325  
 Marks, D., 309, 324  
 Marshall, C.J., 72, 75, 95  
 Masson, M., 74, 96  
 Mayer, R.E., 167, 172  
 Mayes, T., 72, 94  
 McCarthy, J., 38, 64  
 McCauley, R., 8, 25  
 McClelland, J.L., 99, 110  
 McCloskey, M., 10, 25  
 McCosh, A.M., 71, 95  
 McDaid, E.G., 40, 65  
 McFarland, C., 112, 133

- McManus, B., 75, 95  
 McMillan, T.C., 74, 95  
 Medin, D., 7, 9, 10, 25, 26  
 Medin, D.L., 283, 285  
 Mehl, J.W., 202, 225  
 Mervis, C., 10, 26  
 Meseguer, P., 311, 325  
 Michard, A., 205, 206, 225  
 Milan, S., 247, 256  
 Miller, D.T., 111, 112, 123, 129, 132, 133  
 Miller, L.A., 137, 141, 150  
 Minsky, M.L., 91, 95  
 Monk, A.F., 74, 95  
 Moran, B.P., 74, 95  
 Moran, T.P., 5, 24, 31, 36, 42, 43, 44, 45, 48, 49,  
   50, 51, 52, 57, 58, 59, 64, 65, 66, 72, 76, 78,  
   80, 85, 86, 93, 95, 96, 261, 284, 288, 289,  
   290, 296, 297, 298, 299, 300, 304  
 Morrow, D.G., 126, 132, 133  
 Morton, J., 74, 92  
 Mosier, J.N., 33, 66, 72, 96  
 Mowshowitz, A., 71, 95  
 Muhltrad, N., 131, 132  
 Mulder, M.C., 69, 93  
 Muller, M., 17, 25  
 Muncher, E., 261, 285  
 Murray, D.M., 35, 65, 74, 93, 244, 247, 252,  
   255, 256  
 Mycielska, K., 98, 110,  
 Myers, G.J., 138, 150  
 Myers, J.L., 264, 284
- Nadel, B.A., 310, 325  
 Nanja, M., 148, 150  
 Naur, P., 38, 64  
 Neisser, U., 9, 25, 97, 109, 247, 256  
 Nelson, C., 72, 95  
 Newell, A., 5, 24, 42, 43, 44, 45, 59, 64, 72, 78,  
   80, 85, 86, 93, 175, 197, 261, 284, 288, 289,  
   290, 296, 297, 298, 299, 300, 304  
 Nielsen, J., 31, 35, 65  
 Norman, D.A., 29, 30, 32, 54, 55, 65, 74, 75, 76,  
   95, 98, 99, 109, 130, 133  
 Nougier, B., 309, 312, 313, 325
- O'Brien, E.J., 264, 284  
 O'Malley, C., 74, 96  
 Oberquelle, H., 28, 35, 65  
 Oestreich, L., 40, 65  
 Ogden, W., 203, 204, 206, 225
- Olphert, C.W., 71, 95  
 Olson, G., 140, 150, 154, 155, 172  
 Olson, J.R., 44, 46, 59, 65, 262, 283, 285  
 Oplobedu, A.J., 309, 325  
 Oral, M., 247, 250, 256  
 Osgood, C.E., 260, 284
- Papert, S., 76, 95  
 Parker, J.M., 9, 24  
 Parpal, M., 112, 132  
 Payne, S.J., 5, 25, 35, 38, 40, 41, 48, 52, 55, 57,  
   59, 65, 72, 76, 78, 80, 86, 94, 95, 262, 266,  
   282, 284  
 Peck, J.E.L., 40, 67  
 Perlis, A.J., 38, 64  
 Perrow, C., 130, 133  
 Petre, M., 170, 172  
 Pirolli, P.L., 264, 281, 284  
 Pollock, M., 71, 94  
 Polson, M.C., 193, 197  
 Polson, P.G., 5, 13, 25, 42, 46, 47, 48, 54, 59, 64,  
   65, 66, 72, 80, 94, 261, 262, 282, 284, 285,  
   288, 304  
 Pomfret, S.M., 71, 95  
 Prail, A., 75, 95  
 Preece, J., 33, 66  
 Prümper, J., 74, 76, 93, 94
- Quaintance, G., 5, 24  
 Quinrand, P., 310, 325
- Rahn, R.J., 247, 250, 256  
 Ramsey, H.R., 156, 171  
 Rasmussen, J., 58, 66, 75, 76, 95, 96  
 Read, D., 123, 133  
 Reason, J.T., 98, 99, 109, 110, 115, 133  
 Reder, L.M., 264, 285  
 Reisner, P., 32, 38, 39, 57, 59, 66, 72, 74, 80, 96,  
   202, 203, 204, 207, 225, 238, 241  
 Rengger, R.E., 74, 77, 94  
 Rich, E., 130, 133  
 Richards, J.N.J., 39, 66  
 Richardson, J.J., 193, 197  
 Riesbeck, C.K., 97, 109  
 Riley, M., 74, 96  
 Rips, L.J., 10, 25  
 Risinger, S.C., 138, 139, 148, 150  
 Rist, A.S., 228, 241  
 Roberts, T.L., 44, 66, 74, 96  
 Robertson, S.P., 167, 172, 291, 293, 304

- Robey, D., 73, 92  
 Roe, R.A., 59, 64, 66  
 Rohr, G., 35, 66  
 Roitman, D., 71, 95  
 Rosch, E., 10, 25, 26  
 Ross, B.H., 264, 285  
 Rosson, M.B., 4, 26, 81, 93  
 Rouhet, J.C., 74, 96  
 Rumelhart, D.E., 99, 110  
 Rumiat, R., 127, 131, 132  
 Russell, F., 5, 6, 12, 25  
 Rutishauer, H., 38, 64
- Sacerdoti, E.D., 308, 317, 325  
 Salvendy, G., 174, 197  
 Samelson, K., 38, 64  
 Sappington, A.A., 115, 133  
 Schafer, C., 261, 284  
 Shank, R.C., 6, 26  
 Schiele, F., 35, 41, 48, 55, 57, 65  
 Schmidt, R., 261, 285  
 Schorr, D., 264, 281, 285  
 Self, J., 193, 197  
 Sharit, J., 74, 93  
 Sharratt, B.D., 52, 61, 66  
 Shneiderman, B., 40, 66, 203, 225, 259, 285  
 Shoben, E.J., 10, 25  
 Shouls, A., 9, 11, 12, 25  
 Simon, H.A., 175, 176, 184, 197, 222, 225, 308, 325  
 Simon, T., 35, 59, 66, 67  
 Singley, M.K., 261, 262, 267, 280, 282, 285, 288, 304  
 Sitter, S., 48, 67  
 Smith, E.E., 10, 25, 26, 264, 281, 283, 285  
 Smith, H.T., 138, 150, 169, 171  
 Smith, P.J., 74, 76, 94  
 Smith, S.L., 33, 66, 72, 96  
 Soloway, E., 160, 172, 239, 241  
 Sonino, M., 127, 131, 132  
 Spijkers, W.A.C., 259, 285  
 Sriram, D., 321, 325  
 Stefik, M., 308, 311, 312, 325  
 Streitz, N.A., 259, 285  
 Strohm, G., 309, 325  
 Summersgill, R., 60, 66  
 Sutcliffe, A.G., 175, 180, 183, 197
- Tauber, M.J., 35, 40, 48, 52, 53, 57, 66  
 Taylor, B.R., 111, 115, 116, 117, 119, 121, 126, 127, 133
- Thimbleby, H.W., 72, 74, 96  
 Thomas, J.C., 72, 93, 203, 225  
 Thompson, R.H., 203, 225  
 Tourbier, Y., 309, 325  
 Toyofuku, M.L., 264, 284  
 Tsichritzis, D.C., 203, 225  
 Tucker, A., 69, 93  
 Turnbull, W., 115, 133  
 Turner, A.J., 69, 93  
 Turtle, J.W., 111, 115, 116, 117, 119, 121, 126, 127, 133  
 Tversky, A., 111, 112, 114, 120, 121, 127, 128, 131, 132
- Van der Veer, G.C., 27, 40, 46, 49, 52, 54, 61, 66, 67, 247, 252, 256  
 Van Duren, L.L., 259, 285  
 Van Wijngaarden, A., 38, 40, 64, 67  
 Varey, C.A., 112, 132  
 Vassiliou, Y., 202, 225  
 Vauquois, B., 38, 64  
 Vessey, I., 141, 150, 156, 157, 159, 160, 161, 172  
 Vicente, K.J., 244, 247, 248, 254, 255, 256  
 Vilarem, M.C., 309, 312, 313, 325  
 Vitalari, N.P., 174, 197  
 Vossen, P.H., 48, 67
- Waddington, R., 9, 11, 12, 25, 139, 140, 141, 150, 158, 172  
 Wade, B.W., 202, 225  
 Wærn, Y., 40, 65, 261, 285, 288, 304  
 Wagenaar, W.A., 115, 133  
 Walker, N., 262, 283, 285  
 Walsh, P., 60, 67  
 Wason, P.C., 204, 225  
 Wattenmaker, W.D., 7, 9, 10, 25  
 Wegstein, J.H., 38, 64  
 Weisgerber, S., 261, 284  
 Wells, G.L., 111, 112, 113, 114, 115, 116, 117, 119, 121, 126, 127, 128, 129, 132, 133  
 Welty, C., 74, 96, 203, 225  
 Wertz, H., 158, 172  
 Whitefield, A., 35, 67  
 Whiteside, D., 71, 94  
 Whitlow, J.S., 283, 285  
 Wiedenbeck, S., 141, 150  
 Williges, R.C., 244, 247, 248, 254, 255, 256  
 Wilson, M.D., 46, 61, 67, 80, 95  
 Winder, R., 170, 172  
 Winograd, T., 91, 96

Wong, P., 74, 93  
Woodger, M., 38, 64  
Wroe, B., 71, 96

Yap, F., 61, 67

Young, P.R., 69, 93  
Young, R.M., 59, 67, 74, 96

Zapf, D., 74, 76, 93, 94  
Ziegler, J.E., 48, 67, 261, 285

## Subject index

- ACT\*, 280  
action, 11-18, 21-22, 29-31, 38, 44, 50-52, 59, 62, 69, 76, 79, 89, 92, 111-116, 121-131, 265, 283, 287-293, 298-304, 307-308, 324  
action language, 27, 38-39, 42, 57-59  
action plan, 320-322  
adaptation, 243-245, 250, 254  
adaptive system, 243-244  
AI (artificial intelligence), 92, 307, 312-315  
analogy, 32-34, 109, 140, 173-175, 179-185, 190-193  
analytic method, 33, 69, 72, 74, 175, 183, 189  
architecture, 167, 243-244  
attention, 91, 215, 233, 235, 298  
attribution, 112-113, 125, 127, 130  
attributes, 18, 50, 54, 112-113, 245, 252  
  
BASIC, 142, 159-170, 224  
basic task, 52, 54  
BNF (Backus-Nauer form), 34, 38-40, 72, 80  
  
CAD (computer assisted design), 307-309, 313-314, 317, 320-324  
CASE tools (computer-assisted software engineering), 174-175, 179, 193  
causal, 111-121, 124-130, 191, 235  
cause, 70, 79-80, 89, 112, 115, 125, 127, 131, 138, 236  
CCT (cognitive complexity theory), 42-43, 46-48, 57-58, 262, 282, 288-289  
CLG (command language grammar), 27, 48-57, 61  
cognitive, 8, 38-39, 44, 46, 71, 76, 97-98, 140, 153, 170, 173, 182, 207, 243, 247-249, 255, 302-303, 313, 321-324  
cognitive ergonomics, 27-28, 38, 64, 97  
cognitive operation, 98, 104, 109, 302  
cognitive process, 113, 139, 152-153, 166, 175, 307, 314, 320, 323  
cognitive psychology, 6, 10, 91, 97  
cognitive representation, 324  
cognitive style, 247  
  
command, 16, 31, 39, 41, 44, 50, 52, 138, 145, 229, 232, 249, 259-274, 277-284, 287-303  
command execution, 271, 273, 279  
command interface, 246, 250-255, 259  
command language, 41-42, 51, 249, 252, 259-260, 266, 273, 282  
command name, 259-262, 280  
command syntax, 262, 266  
competence, 28, 34-35, 42, 58, 156, 314  
comprehension, 126, 140, 151-161, 164-173, 184, 228  
computer programming, 151  
conceptual, 8-9, 12-13, 28, 35, 38, 44, 49-50, 56, 60-61, 76-77, 158  
conceptual knowledge, 7, 10  
conceptual model, 29, 30, 32, 34, 52, 54-55, 60-63, 176-179, 185-186, 202  
connectionism, 99  
consistency, 33-37, 40-42, 55, 57, 61, 81, 259, 266-271, 275-284, 313  
constraint, 111, 115, 125, 127, 139, 180-181, 209, 227, 233, 235, 238, 243, 252-254, 307-324  
control, 58, 111, 115-116, 120-130, 157-164, 170, 176  
cursor, 261, 264, 267-275, 281, 291-294  
  
database, 18, 21-22, 201-203, 206-207, 227-228, 232, 238-239, 243-245, 254  
DBMS (database management system), 201, 202  
debugging, 137-159, 164-171, 174  
declarative knowledge, 168, 262-263, 266, 280-281  
deep structure, 227-229, 232-239  
design, 4-5, 9, 12-13, 16, 18, 23, 27, 32-38, 41, 48-52, 55-63, 69, 72-77, 84, 91-92, 130, 151, 159-160, 164, 166, 169-173, 203, 244, 248, 283, 303-304, 307-313, 321-323  
designer, 3-5, 14-18, 22-23, 30, 33, 48, 55-56, 60-61, 64, 69-72, 75, 80, 92, 174, 202, 307-308, 311-324  
design process, 32, 36, 308-318, 322-324

- design team, 70, 73-77, 84, 91
- design tool, 63, 69
- dialogue, 15-16, 28, 73, 77-80, 233, 243, 252-255
- direct manipulation, 179, 259
- domain knowledge, 97, 99, 101, 174-175, 179-180, 183
- ECM (evaluative classification of mismatch), 69, 77-78, 81, 84-91
- editing, 259-270, 279-282, 287, 290-295, 302
- editor, 61, 232, 259-262, 265-279, 282, 294
- error, 44, 48, 58-60, 69, 73-81, 86-92, 97-99, 104-105, 113, 179-181, 187, 141-147, 154-161, 164, 170-171, 181-185, 188, 201-204, 207-217, 221-223, 231-237, 248, 260, 266, 271-275, 290-294, 297-298
- error message, 137, 141-144, 147-148
- error rate, 182, 223, 281
- ETAG (extended task-action grammar), 27, 48-49, 53-54, 57
- ETIT (external-internal task mapping), 27, 36, 58
- evaluation, 4-5, 30, 52, 55, 57-58, 74, 137-138, 140, 147, 185, 207, 209, 213-218, 230, 244, 265, 287, 290, 292-293, 297-302, 308, 318
- event, 15-16, 54, 111-130
- exception, 111, 114-115, 121, 123, 127-128, 131
- execution time, 44, 59, 274-275, 278, 288-289
- experience, 74, 77, 81, 109, 112, 144, 164, 174, 177, 180, 184, 208, 239, 248-249, 255, 259, 261, 268, 316, 319
- expert, 27, 32, 44, 58-61, 70, 80, 88, 97-101, 105-109, 140, 143, 148, 155-156, 161, 173-193, 309, 312-320
- expertise, 63, 228, 413-318
- failures, 31, 71, 73, 78-80, 90, 127, 182, 263
- feedback, 206, 210, 222, 265, 271
- field independence, 247-255
- formal, 29, 33-34, 37-38, 42, 48-49, 202, 228-229, 238
- formal language, 34-35
- formal method, 24, 52, 72
- formal modelling, 27, 29, 33-36, 41, 44, 55-64
- formal notation, 24
- functional, 10, 28, 56, 140, 180, 191, 193, 259, 309, 314
- functionality, 15, 28-30, 33, 35, 37, 47, 69-70, 73-75, 130, 183, 191, 243, 283
- goal, 4-12, 15, 18, 21-23, 31, 33, 43, 47, 57, 70, 72, 80, 85-88, 153, 161, 163, 176, 189, 193, 228, 288-290
- goal structure, 12, 18, 21-22, 161-162
- GOMS (goals, operators, methods and selection rules), 5, 12-13, 27, 42-48, 69, 72, 78-81, 85-90, 288-290, 297, 303
- GPS (general problem solver), 175
- grammar, 38, 40, 42, 52, 54, 58
- guidelines, 20, 33, 41, 69, 72, 73, 74
- HCI (human-computer interaction), 3-5, 27-31, 44, 48, 54, 55, 58, 69-74, 77, 80, 88, 90-91, 179, 203, 245, 247, 266
- help system, 18, 22, 61, 252
- icon, 81-87, 246-254
- individual differences, 7, 46, 177, 179, 185, 191, 243-244, 247, 253, 303-304, 315
- inference, 126, 176, 202, 244, 315
- interface, 14-15, 38, 40, 52, 55-60, 64, 138-139, 179, 202-203, 243-255
- interface design, 14, 34, 49, 59
- interface style, 51, 243, 245-247, 250, 255
- JSD (Jackson system development), 180-181
- KAT (knowledge engineering of tasks), 19-23
- keystroke, 39, 44, 50, 259, 265-274, 277-283, 289-290, 294, 297
- knowledge, 6-14, 20-21, 27-43, 48, 51, 56-63, 71-72, 77, 89, 97-101, 104, 109, 125, 147, 152, 155, 165-171, 174-175, 178-183, 189, 192, 219, 223, 228, 239, 261-265, 281, 308, 315, 319-321
- knowledge structure, 7, 11, 55, 156, 170, 174, 179, 229
- language, 6, 38, 40, 77, 91, 100, 159, 161, 164-171, 203-204, 207, 233, 238
- lapses, 77, 88, 97-98, 263
- learnability, 28, 30, 35, 37-38, 41, 56, 267
- learning, 10, 24, 27, 29, 40-41, 47, 60, 62, 70-71, 76, 81, 88, 97-100, 104-109, 202, 227-228, 232, 236, 238, 243, 245, 249, 255, 260-265, 268, 271, 279-281, 287-288, 294-304
- level of abstraction, 29-32, 48-49, 52, 55-57, 60-63, 77, 190
- lexical, 57, 174, 182



- lexicon, 31, 50, 203
- linguistic, 50-52, 77, 126, 227, 247
- LISP, 139, 155-158, 280
- logical operator, 98, 201-210, 213-223, 230-231
- LOGO, 76, 138, 155
- memory, 6-9, 44, 52, 91, 169, 174, 180, 205, 247-253, 260-263, 277, 291-293, 296, 317
- mental construction, 111-112
- mental model, 29-34, 49, 54-55, 62, 126, 159, 170, 174-175, 180, 190-192, 202, 228
- mental operator, 44, 288-290, 293, 296-299, 302
- mental process, 111, 175, 179, 180, 307
- mental representation, 32, 79, 152-156, 159, 164-165, 167-171, 201, 228, 252
- mental simulation, 113-114, 126-129, 147
- menu, 19-23, 231-232, 246, 249-253
- menu interface, 246, 248, 252
- metaphors, 32, 34, 108
- mismatch, 73, 76, 78-79, 81, 84-89, 165, 168-169
- mistake, 76-77, 85, 89, 182, 213
- model, 3, 8, 12-13, 27-30, 33-44, 48, 51-55, 59, 61, 70, 113, 151-171, 174-180, 189, 191, 201-203, 217-218, 221-244, 261, 287-294, 299-304, 307-308, 315
- mouse, 50, 82, 245-248, 253
- natural language, 31, 205-207, 227, 238-239
- navigation, 243, 247, 252-255
- neural nets, 99, 109
- novice, 34, 58, 70, 97-101, 104-106, 109, 137-145, 148, 155-158, 167-170, 174-175, 178-179, 182-183, 186-193, 228, 259, 280, 314-320
- object, 9-18, 21-22, 35-39, 50, 54, 60-61, 78, 80, 84-85, 179, 191, 202, 239, 244, 247, 268, 308-309, 313, 321-323
- object-oriented, 61
- Pascal, 38, 137, 142, 145-149, 155, 159-165, 168, 170, 229
- perception, 9, 40, 70, 162
- performance, 35-36, 46, 55-59, 62, 80, 101, 108, 129-130, 165-166, 171, 177-178, 181, 192, 206-207, 222, 227, 234-238, 243, 246-250, 253-254, 260, 267, 287-288, 300, 302
- plan, 9, 21, 23, 30, 126, 157, 160-163, 170, 174-178, 184, 190, 228, 290-293, 297-301, 304, 308, 324
- planning, 6, 15, 22, 58, 62-63, 143, 176-181, 184, 261, 287-288, 291, 293, 297, 300-304,
- practice, 109, 173-174, 248, 260-264, 271, 279, 281, 295
- preference, 115-116, 121-125, 181, 247, 312-313, 317-320
- problem solving, 28, 48, 59, 145, 158, 165, 174, 179, 181, 185, 223, 308-314, 318-320
- procedural knowledge, 168, 262, 280-281
- production rule, 5, 13, 23, 40, 42, 47-48, 54, 80, 288, 303, 312, 321
- production system, 46, 48, 86
- program, 137-161, 164-174, 228, 232-233, 236-239, 280
- programmer, 137, 140-141, 152-171, 202, 228, 239
- programming, 9, 137-139, 142-145, 148-151, 158-161, 165-176, 184, 207-208, 219, 222, 228-229, 239
- programming language, 38, 170, 173-174, 231-232
- PROLOG, 168
- protocol, 21, 156, 175-178, 181-191, 216-217, 222, 316, 322
- protocol analysis, 21, 156, 175, 183-185, 315, 322
- prototyping, 4, 16, 23-24, 32, 60, 74
- psychology, 4, 7-11, 14, 51, 55, 71, 90, 112, 151, 164, 174, 249, 260, 307-308, 313-320, 324
- PUMS (programmable user models), 59
- query, 201-234, 238, 239
- query language, 201-204, 227-239
- reasoning, 91, 130, 140, 174-184, 188-193, 204, 296, 320-322
- recall, 97, 260-263, 273, 277-281, 287, 291, 293, 301-304
- recognition, 101-102, 178, 181-182, 206, 263-264, 274
- requirements, 13-18, 22-23, 28-29, 32, 55-57, 60-63, 176, 178, 183-186, 270, 288, 310-314
- retrieval, 97, 174, 176, 184, 202-203, 228-234, 261, 267, 280-282, 290-293
- role, 11, 12, 22, 29, 40, 44, 113, 119, 123, 128, 130, 158, 170
- rule, 13, 33, 37-38, 41, 47-48, 52, 72, 77, 80, 85, 111-115, 141, 219, 220, 222, 231, 234, 239, 244, 266, 283, 288, 321-322
- rule scheme, 40-41, 80, 86-88

- scenario, 111-121, 125-126, 130, 174, 177, 179, 193, 231
- scheme, 77, 80, 86-89, 92, 177, 239, 320-324
- screen, 9, 15-16, 19-23, 44, 52, 58, 60, 79, 81, 85, 131, 142-147, 207, 252, 294
- search, 44, 168, 176, 184, 203, 228, 231, 238-239, 247, 255, 308, 320
- search task, 99, 203, 232
- selection rule, 5
- semantic, 31, 38, 49-50, 53-57, 60-61, 77, 137, 144-146, 156-158, 174, 177, 227, 238, 266
- semantic feature, 40, 181
- semantic network, 191
- simple task, 40-41, 52, 81, 86-88
- skill, 28, 77, 130, 138, 140, 151, 155, 160, 165, 167, 170, 174, 247, 262-263, 280, 288, 301
- slips, 77, 88, 97-98, 158
- software development, 173, 239, 314
- software engineering, 60-61, 63, 70, 173-175, 178-183, 192-193
- spatial ability, 243-244, 247-255
- specification, 4, 31, 33, 48-56, 60, 75, 109, 158, 173-185, 188-189, 192, 202-207, 219, 245, 307-309, 312
- SQL, 201-207, 255
- SSADM, 18-19, 22-23
- strategy, 12, 42, 131, 138-141, 148, 154-157, 160, 165-171, 174, 177-178, 181, 183-189, 193, 213, 217-218, 223, 317
- subgoal, 12, 15, 21, 43, 46-47, 80, 86, 88, 161, 228, 261, 289
- syntax, 31, 39-41, 49, 50, 57, 77, 144-146, 158, 160, 165, 174, 177, 181-182, 185, 202-205, 228-229, 233, 235, 238-239, 261-262
- system design, 3-4, 9, 15-19, 23, 52, 55, 62, 170
- system development, 180, 244
- TAG (task action grammar), 38-42, 52, 54, 57, 59, 69, 78-81, 86-90, 262, 282
- TAKD (task analysis for knowledge design), 5
- task, 3-15, 19-22, 27-50, 55-64, 73, 77-80, 98-99, 129, 144-145, 149, 152, 154, 165, 167, 173-180, 183-184, 202, 205, 223, 227-239, 243, 246-249, 252-255, 259-267, 276-279, 282, 287-304, 309
- task-action mapping, 38, 62, 266
- task analysis, 3-5, 8, 15-20, 23, 28, 55, 60-63, 289-292, 297
- task components, 265, 268, 273-274
- task features, 259, 265, 271, 276, 282
- task goal, 17, 30-33, 42-43, 48
- task knowledge, 6-10, 13, 18, 31, 239
- task model, 3-5, 12, 14, 17, 20-23
- task performance, 5, 8, 11, 13, 58-59, 201, 288-291, 302
- task processing, 273
- text editor, 36, 43, 142, 259, 262, 264, 268, 280
- think aloud, 145, 148, 176, 183, 210
- thinking, 91, 111-112, 130, 131, 249
- time, 47, 101, 104, 109, 114, 128, 131, 137-140, 148, 177, 181, 183, 187-188, 205, 221, 248-250, 263, 266, 272-274, 288-298
- TKS (task knowledge structures), 3-6, 12-15, 20-24
- tool, 4, 14-20, 23, 27, 32, 46, 51-56, 60-63, 69, 90, 152, 165, 171-175, 203
- toolset, 61
- training, 48, 55, 72, 130, 137-138, 141-149, 202, 206-207, 222, 227-239, 261-264
- transfer, 37, 47-48, 174-175, 181-184, 189, 193, 227, 229, 250, 260-262, 266-267, 270, 276-283, 288
- understanding, 70, 76, 140, 151-153, 157-158, 165, 169-171, 181, 183, 191, 204, 206, 217
- undo, 77, 111-116, 121, 125-126, 128, 131, 292
- unit task, 43-46, 52, 290
- usability, 3-4, 13, 27-29, 33, 35, 52, 55-63, 77, 203, 295
- usable, 3, 28
- user, 8, 15-18, 27-30, 33, 38, 40, 43, 47-48, 51, 54-59, 63, 69-92, 202-203, 213, 217, 238, 243-255, 259-260, 263-265, 278, 281-284, 289, 303
- user action, 81, 267, 279-282, 287
- user expectation, 84
- user interface, 14-15, 28, 32-34, 37, 49, 55-56, 59-61
- user knowledge, 33-34, 42, 48, 52-56, 60-61
- user model, 244
- user modelling, 72-73
- user operation, 265-266, 277, 282
- user performance, 5, 42, 54, 59, 261
- user-system interaction, 61
- validation, 16, 23, 181, 185
- validity, 59, 62-63, 152, 312, 317-320, 324
- verbal ability, 247, 250-254
- verbalisation, 145, 148, 176-178, 183-184, 187-189, 314

verbal protocol, 176, 181, 183, 201, 207-210,  
213-217, 222, 224, 233, 236, 312, 314  
virtual machine, 28, 48, 52-54

window, 19-23, 79-87, 154, 244  
wordprocessing, 71, 79, 83, 259, 287, 294-296,  
302